



"Trust our family to look after your family"

RECRUITMENT OPPORTUNITY

Complex Care Administrator

Full time – although job shares considered

Hourly Rate £8.96

Site: Acomb

York Medical Group are a large, inner city practice and their own Primary Care Network serving a population of 44,000 over 8 sites and consider themselves as a forward thinking, innovative and driven team of professionals meeting the demands of patient care. We have a diversified workforce made up of GPs, ANPs, UCPs, Nurses, Assistant Practitioners, Health Care Assistants, Care Coordinators, Link Workers and Mental Health Workers.

Even though the Covid pandemic has turned our 'normal practice' upside down, we are continuing to plan for the future and are committed to providing a friendly, open and supportive environment where our staff feel valued, safe, appreciated and comfortable with sharing ideas which could improve and diversify our services further.

We are looking for a motivated, friendly, experienced Primary Care Administrator to join our fantastic Complex Care team assisting with identifying, assessing and planning treatment programmes that promote health and well-being for patients with complex health conditions.

The successful candidate will be expected to plan and liaise clinics both on site and in care home wards, plan, manage and note take at MDT meetings, update clinical registers and spreadsheets and run audits on the clinical computer system on a daily basis – therefore must have excellent excel and IT skills. Working knowledge of S1 is essential.

Please see corresponding Job Description and Person Specification.

For an informal chat with Emma Oldfield, Complex Care Lead please email HR on kaywilson5@nhs.net to arrange. Alternatively please submit your CV and covering letter.

Closing date: 7th February 2021

Job Description

JOB TITLE:	COMPLEX CARE ADMINISTRATOR
RESPONSIBLE TO:	Complex Care Co-ordinator Lead
RESPONSIBLE FOR:	N/A
JOB PURPOSE:	<ul style="list-style-type: none"> To provide a high quality administration service to the team for the planning of care for patients with complex health conditions.

MAIN DUTIES AND RESPONSIBILITIES	
1.	Identify, assess, plan, develop, implement and evaluate treatment programmes that promote health and well-being for patients with complex health conditions.
2.	Update and manage the register of frail patients.
3.	Manage MDT meets for this patient cohort, updating spreadsheets and identifying issues to be addressed, liaising with other agencies if necessary as well as GP's, Pharmacists and Nursing team.
4.	Co-ordinate complex care clinics, liaising with the schedulers and contacting the identified patients with appointments.
5.	Audit patients satisfactions, GP practice contacts, admission and death reviews for reporting to management.
6.	Co-ordinate initial care-planning meeting
7.	Communicate assessments, results and outcomes to both the patients and the relevant Health Care professionals.
8.	Manage patient initiated calls for help/signposting etc, booking into named GP urgent care slots/tel slots if necessary.
9.	Keep updated with social prescribing options and signpost accordingly. Ensure access to Health and Well Being events for all patients as required.
10.	Co-ordinate waiting room initiatives on clinic days, ie: Age UK, Alzheimer's UK
11.	Collaborate and communicate with internal and external health teams to ensure signposting/referral to the appropriate services to maximise health and quality of life for the patient, improving the quality and efficiency of health care services delivery.
12.	Provide information and support to patients and carers as to support which is available from the multi-disciplinary team and other health, social care, voluntary sector organisations within patient's locality.
13.	As Co-ordinator, working under guidance, support the patients through their journey.
14.	Document and monitor aspects of patient co-ordination and service delivery, supporting data collection and audit using the patient administration system.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date:

York Medical Group

Person Specification – Complex Care Administrator

Job Title:	Complex Care Administrator
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Qualifications	Essential	Desirable
Good standard of general education	✓	
Minimum grade C in GCSE Maths and English	✓	
European Computer Driving Licence (ECDL)		✓

Experience	Essential	Desirable
Experience of working on a computerised recording system	✓	
Experience of excellent customer services	✓	
A basic understanding of a General Practice environment		✓
Practical experience of working and liaising with multiple agencies		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	
Excellent telephone manner	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Using initiative	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Date: January 2021